

Anthem Healthy Lifestyles Well-Being Health Assessment and Health Rewards Technical Questions/Computer System Requirements

What if I forget my www.anthem.com username or password?

If you forgot your username or password, click Forgot Username or Password located below the log in window in the upper right on the www.anthem.com home page. You will be prompted to enter your email address or member ID, first and last name, date of birth, and answer your security question before Anthem can provide you with your username and/or password. Please remember that your security question is case sensitive.

What if it has been more than a year since I visited the www.anthem.com website?

If it has been more than a year since you last logged into the www.anthem.com website, please contact the Anthem Dedicated Service Unit at 1-800-933-8415 Monday-Thursday 8 AM – 8 PM, Friday 8 AM – 5 PM or email stateofnh@anthem.com.

How do I register at www.anthem.com?

The following are instructions to walk you through the registration process:

1. On the right hand side of www.anthem.com website, click "Register Now".
2. Enter your personal information which includes: Member ID Number, First Name, Last Name, Date of Birth (mm/dd/yyyy). You will be asked to insert a Code that is displayed in the box below the Date of Birth field for security purposes. Click the Save & Continue button at the bottom of the screen. Continue on to create a username and password as well as selecting a security question and corresponding answer. Insert your email address and select if you would like to receive emails from Anthem regarding your plans and benefits. As your last step, for security purposes please confirm the username and password that you set up during registration if you wish to log into the site.

I am seeing blank anthem website pages, or clicking on a link and nothing happens.

If pages are showing up blank, or not displaying information properly, or, you click a link and nothing happens, your internet browser could be set up to block cookies or pop-up windows and the anthem websites for the Health Assessment

Tool or Health Rewards may not display correctly. Please disable all pop-up blockers, and change your browser's privacy setting to allow 3rd party cookies; then close your browser, reopen it, and try again. Additionally, if you click a link on a web page before the page is loaded, the link may not be active. Please let an entire page load before clicking any links.

What kind of computer and browser do I need to have to use the www.anthem.com websites?

2nd Quarter, 2015 - Consumer Portal Supported Browsers Versions

Supported Operating Systems

- Windows (XP, Vista, Windows 7, Windows 8)
- Mac OS X (10.10.4 Yosemite)
- UNIX is not supported.

Supported Browsers:

Firefox:

- Firefox 39.x
- Firefox 38.x
- Firefox 37.x
- Firefox 31.x

Internet Explorer:

- Internet Explorer 11.x
- Internet Explorer 10.x
- Internet Explorer 9.x
- Internet Explorer 8.x
- Internet Explorer 7.x

Safari:

- Safari 8.x
- Safari 7.x
- Safari 6.x

Chrome:

- Chrome 44.x
- Chrome 43.x
- Chrome 42.x

- Chrome 41.x

Unsupported Browsers:**New Releases**

- Chromebook

Old Versions

- Chrome 40.x and earlier
- Firefox 30.x and earlier
- Safari 4.x and earlier
- Microsoft Internet Explorer 6.x and earlier
- Opera (all versions)

I was logged off the Anthem, Health Assessment, or Health Rewards websites.

For privacy protections, after 15 minutes of inactivity (such as not clicking or typing on the websites), the anthem websites will log you out automatically and require that you log back in. This is to protect your health care information and your privacy.

I am blocked from using the Anthem website at my worksite

If you are blocked from using the Anthem websites for the Health Assessment Tool or Health Rewards because it is prohibited by your agency/department Web Usage Policy, please contact the HDS Central Help Desk at 271-7555 or helpdesk@doit.nh.gov. If you are a DHHS employee, contact the NH Support Center at 1-800-835-2379 or StateofNH@seneca.com.

Who will see my Health Assessment Tool or Health Reward information?

The Health Assessment Tool and Health Reward Programs are *confidential* and we respect your privacy. Your individual responses or results to the Healthy Lifestyles Well-Being Assessment and Health Reward activity information is kept confidential and will not be shared with anyone at the State of New Hampshire. The information you provide is not a medical record. Such information, however, will be treated as private and confidential, as required by law. Please refer to the Healthways and Anthem *Privacy Policy* on the websites for more information.

What if I am having trouble with the Health Assessment Tool or Health Rewards?

You should contact the Anthem Dedicated Service Unit listed on the back of your Anthem ID card at 1-800-933-8415 Monday-Thursday 8 AM-8 PM, Friday 8 AM-5 PM or email StateofNH@anthem.com.

If you would like to request an Anthem Representative provide assistance at your worksite to help you complete the Health Assessment Tool, inquire with your Human Resource or Payroll Representative. A Human Resource or Payroll Representative can request that Anthem come on site to assist employees during regular business hours.